PATENT

10/015,380

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of

Confirmation No.:

Michael W. Brown et al.

rial No.:10/015,380

COPY OF PAPERS

led: 12/12/2002 · ·

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Title: Managing caller profiles across:

multiple hold queues according to

authenticated caller identifiers

2840

Group Art Unit: 2645

Intellectual Property

Law Department

International Business

Machines Corporation

11400 Burnet Road

Austin, Texas 78758

February 15, 2002

CERTIFICATE OF MAILING

hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail n an envelope addressed to Assistant Commissioner of Patents, Washington, D. C. 20231 on February 15, 2002

### NOTICE TO FILE CORRECTED APPLICATION PAPERS SUBSTITUTE DRAWINGS IN COMPLIANCE WITH 37 CFR 1.84 TRANSMITTAL OF FORMAL DRAWINGS

Assistant Commissioner of Patents Washington, D. C. 20231

In response to the PTO request dated 1/28/2002. requesting the Notice to File Corrected Application Papers.

Please substitute the attached formal drawings (G) for the informal drawings.

Should there be any comparison or other fee involved in the substitution of the drawings, kindly charge Deposit Account No. 09-0451. A duplicate copy of this document is attached in the event the deposit account is charged.

PATENT 10/015,380

Respectfully submitted,

Cynthia S. Byrd

Registration No. 39,365

Intellectual Property Law Dept.

IBM Corporation

11400 Burnet Road - 4054

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Page 1 of 1

PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231

APPLICATION NUMBER

FILING/RECEIPT DATE

FIRST NAMED APPLICANT

ATTORNEY DOCKET NUMBER

10/015,380

12/12/2001

Michael Wayne Brown

AUS920010824US1

**CONFIRMATION NO. 2840** 

FORMALITIES LETTER

\*OC000000007377589\*

Cynthia S. Byrd International Business Machines Intellectual Property Law 11400 Burnet Rd. Austin, TX 78758

Date Mailed: 01/28/2002

# NOTICE TO FILE CORRECTED APPLICATION PAPERS

## Filing Date Granted

This application has been accorded an Application Number and Filing Date. The application, however, is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given **TWO MONTHS** from the date of this Notice within which to correct the informalities indicated below. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a)

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
  - Drawings must be reasonably free from erasures and must be free from alterations, overwritings, interlineations, folds, and copy marks.

A copy of this notice MUST be returned with the reply.

Customer Service Center

Initial Pater Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE